



TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
WEB SUPPORT SPECIALIST	CLASSIFIED	GRADE: N MONTHS:
BOARD POLICY REFERENCE:		Board Approved: December 2001

JOB DESCRIPTION:

Under general supervision, provide website development, maintenance and oversight for individual departments or programs. Assist in conceptualization and implementation of design elements and determine that websites meet usability requirements, as well as established ADA requirements. Ensure compatibility with various platforms and monitors as well as ease of navigation. Monitor and update current websites and hypertext links. May supervise the work of student assistants; and perform related work as required. Assist in assimilation of new software programs by training and serving as a resource for designated staff.

SCOPE:

The Web Support Specialist takes projects from the initial concept stage through completion of the website. Coordinate use of new software technology. Monitor maintenance of College-wide Information System (CWIS) Kiosks.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature.

1. Develops, designs, produces and codes new web pages for individual departments and/or programs.
2. Edits, maintains and updates current web pages.
3. Maintains current knowledge of web site development (operating systems, software).
4. Consults with administrator and counselors in the development of online orientation and distance counseling.
5. Consults with program administrator/coordinators to determine departmental web page needs and goals.
6. Provides technical support and instruction to staff.
7. Serves as a resource to students using CWIS Kiosks.
8. Defines web page design criteria; ensures design is consistent with existing or established standards.
9. Troubleshoot problems and coordinates maintenance of CWIS kiosks and related equipment. Responds to student user questions and problems. Orders, stores, and serves as on-site contact for kiosk supplies.
10. Supports and maintains survey software and hardware; trains staff in its use; has responsibility for scheduling survey PC units throughout Student Services.
11. Uses and maintains digital camera equipment, record Graduation and other events and provide digital graphics for websites.
12. Develop survey questions and coordinate application of student polls using new technology.
13. Supervises, trains, and directs the work of student assistants.

EMPLOYMENT STANDARDS

ABILITY TO:

Work with various clients to interpret and translate their expressed needs and ideas into concepts, and develop and translate them into effective websites. Manage multiple projects simultaneously in a rapidly changing technological environment. Must be able to work under pressure to meet deadlines; follow and give oral and written directions; supervise student assistants; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:

Basic foundation of knowledge and skills in technical information systems and application programs as well as sound editorial judgement and copy skills. File Transfer Protocol (FTP); mark-up languages such as HTML; principles of design, user interface, and website functionality; graphical user editing software; policies and guidelines relating to accessibility. Digital photographic equipment and design application related to websites. Advanced understanding of personal computers and a wide variety of software applications. Must possess strong oral and written communication skills.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

Web Site Development Certificate

Experience:

Three years experience in web design HTML programming. Advanced personal computer experience.